



PURPOSE: The purpose of the "Training Today Newsletter" is to provide assistance and support for TPAES users submitting PAE applications. We also use this notification to communicate upcoming LTSS initiatives and to describe how those may affect your daily practices. Please forward to staff in your company that complete or submit TennCare (Medicaid) PAEs/PASRRs. This contains vital information for all TPAES users.

Safety Determination Request Process

When submitting a safety determination request with your PAE, be sure to utilize the Safety Determination Request Form. Each justification chosen on the form should match the justifications chosen on the safety determination tab on the PAE in TPAES.

In addition, be sure to attach accompanying medical documentation for each safety justification chosen. To access this form click here: <https://www.tn.gov/content/dam/tn/tenncare/documents/SafetyDeterminationRequestForm.pdf>



Save the Date

TennCare and Ascend, a MAXIMUS Company, are pleased to offer two (2) in-person training sessions in Memphis, TN focused on PASRR and Level of Care. The trainings will be held on July 30th and 31st so look for a formal invitation from Ascend in early July. Additional training will be available in East and Middle Tennessee regions at later dates.

PAE Tips

When submitting a PAE and the stay is expected to be long term, choose *Discharge Not Expected* in the Discharge Expectation drop down box. This will avoid any erroneous end dates on the PAE.

Extra...Extra...Read All About It

TPAES Passwords must meet the following password complexity requirements:

- Must be changed every 60 days
- Must be at least eight (8) characters in length
- Must have at least:
 - One number
 - One special character (*, &, %, \$, /, *, +, =, !, ?, \)
 - One upper case and one lower case letter
- May not reuse a password for 12 uses

If you experience difficulties with this process, the LTSS Help Desk is available to assist from 8:00-4:30 pm CT, Monday through Friday. You can reach the LTSS Help Desk by calling 1-877-224-0219 or emailing LTC.Operations@tn.gov



Employment & Community First CHOICES Video

https://www.youtube.com/watch?time_continue=370&v=5x8xBsEXdHE

Katie Beckett Waiver

To learn about the Katie Beckett Waiver, please click here: <https://www.tn.gov/tenncare/long-term-services-supports/katie-beckett-waiver.html>

Who You Gonna Call...

For assistance with a PAE or TPAES issue, please contact the LTSS Help Desk at 1-877-224-0219 or via email at LTC.Operations@tn.gov. The Help Desk agents are prepared to assist you with an array of technical and programmatic issues. Please do not email directly from the PAE in TPAES for assistance. When emailing directly from a PAE in TPAES, you email the entire LTSS Operations division.